

**CORRECTIONS CORPORATION OF AMERICA (CCA)**  
**SAGUARO CORRECTIONAL CENTER (SCC)**

SCC is a multi-level security facility owned and operated by CCA. SCC is not a local, state, or federal institution. SCC is a correctional facility contracted to house inmates from the State of Hawaii-Department of Public Safety (PSD). SCC does not have the power to release any offenders, other than by orders of the State of Hawaii or a court of competent jurisdiction. SCC provides a safe and secure environment for inmates from the State of Hawaii. The institution is located halfway between Tucson and Phoenix, Arizona, on State Highway 87 in Eloy, Arizona. Casa Grande, Arizona is the closest metropolitan area with lodging and food available.

**INMATE RESPONSIBILITIES**

Inmates must contact their Unit Team members to solve disputes. Do not call CCA-SCC to speak to the Unit Team, Business Office, or medical staff, as no information will be provided due to privacy issues. CCA-SCC will never disclose information regarding the following to anyone, other than the inmate: Inmate ID or commissary number, inmate's current facility location, information on receipt/non-receipt of funds, medical information (unless by court-order), reason an inmate was moved within or outside the CCA-SCC, account balances, commissary information, individuals on inmate's approved visitation list, or disciplinary issues. Phone calls made to CCA-SCC will be forwarded to a central call box, and then logged and answered in the order received. CCA-SCC will make every effort to return all calls within 2 business days.

CCA-SCC will not deliver messages to inmates or advise inmates to "call home," except for instances of a verifiable death in the family or an extreme emergency. For verifiable emergencies (i.e. information regarding the safety of an inmate housed at CCA-SCC), request to speak with the on-duty Shift Captain or Administrative Duty Officer, and state the nature of the emergency. Another option is to contact the State of Hawaii-PSD's Mainland Branch, who will then contact the CCA-SCC. Do not leave emergency information on CCA-SCC's voicemail.

### **INMATE GRIEVANCE**

Family members cannot file a grievance on an inmate's behalf. CCA-SCC has an informal resolution process to address inmate concerns. An informal grievance form is available from any CCA-SSC staff. Inmates are required to utilize the informal resolution process through the Unit Team prior to the submission of a formal grievance. A formal grievance will not be issued without having first completed an informal grievance. If no solution is reached in the informal resolution process, the inmate may file a formal grievance. This grievance must state that an informal resolution process was attempted. The only exception is if an inmate has an "Emergency Grievance," which is applicable when the inmate is at risk of personal injury or irreparable harm. Grievances are considered special correspondence if it is placed in a sealed envelope and labeled, "Grievance," and addressed to CCA-SCC's Grievance Officer. The sealed envelope will not be opened for inspection unless there is reasonable suspicion to believe this envelope contains contraband.

### **TELEPHONE PRIVILEGES**

CCA-SCC utilizes GTL Inmate Family Prepay (GTL) for the inmate phone system. Inmates must advise CCA-SCC staff of the phone numbers they wish to call. Conducting a 3-way call when speaking with an inmate from CCA-SCC may result in the phone number being blocked from future incoming calls from the inmate. Inmates need to purchase phone time through the inmate commissary, or family/friends may set up a pre-paid account by contacting GTL. For questions related to the set up of a pre-paid account or blocked phone numbers, contact GTL at 1-866-230-7761.

### **MAIL PROCEDURES**

Inmates may only be sent letters and photos. Photos should be limited to 5, non-Polaroid photos in each letter. CCA-SCC staff monitors incoming/outgoing mail. Do not send books, magazines, food items, or money orders to the inmates. With the approval of the Unit Team, inmates may purchase books/magazines with funds from their accounts. Any unauthorized item that is sent to the inmate will be returned at the inmate's expense. Any suspicious mail that appears to cause a threat to the safety and security of CCA-SCC may cause a delay in the processing of mail. The inmate mailing address is: Saguaro Correctional Center, 1252 E Arica Road, Eloy, AZ 85131.

### LEGAL MAIL

Mail from government officials, attorney of record, and the courts are considered Legal Mail. Legal mail will be opened and checked for contraband only in the inmate's presence. The envelope must be marked "Legal Mail" and must be marked by the sender with the proper seal or identification information. Mail not properly marked and addressed, will be returned to the sender. Be advised that mail marked "Legal Mail" and its contents are found to be other than legal mail, will be rejected and may lead to restrictions placed on the sender for fraudulent representation of legal council. Legal Mail shall be addressed in the following format:

Attorney's Name, Attorney-at-Law  
Return Address

LEGAL MAIL  
Inmate's Name and "A0123456"  
1252 E. Arica Road  
Eloy, Arizona 85131

### SENDING FUNDS TO INMATES

Effective 07/01/2011, only persons who are on the inmate's approved visit list will be allowed to deposit money into the inmate's account. Funds will be returned to sender if not on the approved inmate visit list. Money orders must be deposited through a bank processing center, and not the CCA-SCC. Family/friends must send money orders separate from all correspondence, to the processing center. No inmate may receive (posted to account) more than \$500.00/month, which includes all deposits/monies sent. Amounts over this amount will be rejected, and may lead to a delay in processing a return of these funds. Personal checks, cashier's checks, and cash are not accepted. The processing center will not forward or return any letters, cards, or packages sent with a money order. All money orders shall be addressed in an envelope in the following format:

Sender's First/Last Name  
Return Address

CCA INMATE TRUST  
Inmate's First/Last Name (as it appears on inmate's ID card)  
Inmate Commissary Number (not the inmate's A- number)  
FACILITY: SUARO  
P.O. Box 933488  
Atlanta, GA 31193-3488

If the envelope does not contain all of the information listed above, the processing of the deposit may be delayed. Funds submitted in forms other than a certified money order or Western Union will be rejected, and subject to additional scrutiny in order to verify or establish the rightful owner and legitimate address in order to return the funds. Money laundering or unauthorized payments of funds to inmates, and attempts to make payments for unauthorized activities in CCA-SSA are strictly prohibited. Cash will not be returned, and will be forfeited to a "Confiscated Funds Account," during the investigation period, prior to reverting to the inmate trust fund for CCA-SSA to use at its discretion for the betterment of all inmates.

In addition, the following are 3 ways to process money through Western Union:

- Internet payments
  - This process takes the longest to post to the inmate's account
  - 24/7 at [www.westernunion.com/corrections](http://www.westernunion.com/corrections)
  - Credit or debit card accepted
  - Fee as low as \$3.95
- Telephone payments
  - 24/7 by calling #1-800-634-3422
  - Fee as low as \$5.95
- Walk-in cash payments
  - Call 1-800-325-6000 or visit [www.westernunion.com](http://www.westernunion.com) for agent location
  - The Blue Western Union Quick Collect form must be filled out
  - A receipt will be provided to confirm transaction
  - Fee as low as \$5.95

Pay to: Corrections Corp of America

Code City: Trustcca

State: TN

Sender's Account Number: Commissary number and inmate's last name with no spaces in between (i.e. 123456SMITH, this is not the inmate's A-number)

Disputes or questions regarding money posted to the Lockbox or Western Union must be submitted in writing to the following address: Saguaro Correctional Center Business Office, 1250 E. Arica Road, Eloy, AZ 85131, ATTN: INMATE FUNDS ACCOUNTING. Do not fax disputes or questions to the CCA-SCC, as it will not be accepted. Letters regarding disputes or questions must state the specific request, and include as much information as possible.

CCA-SSA will not release information regarding an inmate's account balance, verify receipt/non-receipt of funds by phone or letter; CCA-SSA will only provide this information to the inmate. Any concerns will be addressed with the inmate.

### VISITATION PROCEDURES

Effective 07/01/2011, all visitors must be on an inmate's approved visitation list. It is the inmate's responsibility to submit a visitation list for approval, and to notify the visitor of their approval/denial. Visitors who show up at CCA-SCC, and are not on the inmate's approved list, will not be allowed to visit. All visitors are required to register and record their name, address, and relationship to the inmate. Visitors, age 16 and older, must present proper identification, a government issued photo identification (ID) that is issued by a State or Federal Agency. No other type of ID is acceptable. All visitors 18 years of age or under must be accompanied by a parent/legal guardian, or other adult with the written and original notarized consent of the parent/legal guardian for the other adult to bring the minor(s) for visitation.

Visitors will not be permitted to visit more than 1 inmate, unless the visitor is a member of the immediate family of more than 1 inmate in CCA-SSC. Immediate family is mother, father, step-mother, step-father, grandparent, brother, sister, step-brother, step-sister, spouse, and inmate's children. The Assistant Chief of Security or higher ranked, must grant special approval for this exception. Visitation requests will be denied if an inmate has received a disciplinary action within 30 days of the requested visit, or if an inmate has been a threat to the safety and security of CCA-SSA. There will be no exceptions. All non-contact visits will take place in the non-contact visitation area. In this area, glass windows separate inmates and visitors, and all communication between visitors/inmates is conducted by telephone only.

Individuals on active probation/parole must obtain written approval to visit. Former inmates will not be allowed to visit unless the inmate is off supervision, has the recommendation of their supervising agent, and has prior written approval from the Warden. Former inmates will be limited to visiting immediate family members (i.e. parents, siblings, children). Former inmates that were victims of the crime the inmate is currently incarcerated for, or was convicted as part of the crime the inmate is currently incarcerated for, will not be allowed to visit. Any rules that the PSD has regarding visits of this type will also apply, and the PSD's approval will also be required.

Co-defendants are prohibited from visiting at CCA-SCC. Former employees of CCA will not be allowed to visit, unless the employee left in good standing, and the relationship with the inmate was in place (The relationship was fully disclosed at the time their employment was initiated with CCA.), prior to the employee gaining employment with CCA.

For inmates in general population, if visitors are traveling within 300 miles of the CCA-SCC, visits may be scheduled for either in the morning or afternoon hours on each day of visits. If visitors are traveling 300 miles or more, a request for extended time may be submitted 15 days prior to the visit. Extended time means the visitor will be allowed to visit from 8:00am-4:00pm. This request must be specific, and list the exact days (i.e. Friday, Saturday, Sunday, and Monday) of the visit. Failure to do this may result in shorter visits. Special visits shall only be allowed under extraordinary circumstances (i.e. military deployment, holidays, etc.), on Wednesdays, Thursdays and Fridays. Special visits shall be reviewed and approved by CCA-SCC's administration on a case-by-case basis, 15 days prior to the visit.

On Tuesdays, SHIP I/Segregation inmates are authorized a one, 1-hour non-contact visit/month. SHIP II is authorized two, 2-hour contact visits/month. SHIP III is authorized four, 2-hour contact visits/month. Video visitation for SHIP and Segregation inmates will count towards the allotted times. The Chief of Security or higher ranked, will evaluate the status of visits in the segregation area (based on whether or not an inmate has been a threat to the safety and security of CCA-SCC).

### VIDEO VISITATION

Contact the State of Hawaii-PSD's Mainland Branch at #808-837-8022, in order to schedule a video visitation with an inmate assigned to CCA-SSA. Video visit appointments are taken on Tuesday, and Wednesday's from 8:00am to 2:00pm (HI).

### VISITATION SCHEDULE

The following is the visitation schedule for all visits (except "special visits"):

Friday:	8:00am-12:00pm (general population) 1:00pm-4:00pm
Saturday:	8:00am-12:00pm (general population) 1:00pm-4:00pm
Sunday:	8:00am-12:00pm (general population) 1:00pm-4:00pm
Monday:	8:00am-12:00pm (general population) 1:00pm-4:00pm
Tuesday:	8:00am-12:00pm (NE, ND, HB pods, SHIP I, SHIP II/III) 1:00pm-4:00pm

No weapons, ammo, alcoholic beverages/containers are allowed in vehicles. All doors and windows must be secured on vehicle; tools and tobacco must be secured in vehicles. Introduction of contraband into a prison is not allowed. Visitors who introduce contraband into the CCA-SCC shall be banned from the institution, and may face possible arrest and criminal prosecution. Cell phones and cameras are considered contraband, and will not be allowed into the CCA-SCC. Visitors shall be required to check purses, bags, and other such items into lockers provided at CCA-SCC. Person smelling of alcoholic beverages or having drugs or an alcoholic beverage on their person will not be allowed to visit or enter the visiting area. Local law enforcement will be notified in such instances. The use/possession of tobacco or any tobacco products by inmates/visitors in the visiting area is prohibited.

All visitors are subject to an electronic search and random pat search for the control of contraband. Non-compliance to any request of the Searching Officer will result in termination of visit. All visitors and belongings are subject to search at any time.

Items of any kind are not permitted to be introduced/passed between inmates/visitors. Visitors will not give/accept articles to/from inmates (i.e. jewelry, photographs, prescriptions, non-prescription drugs, documents). EXCEPTION: Items from the vending machines located in the visitation area may be exchanged; however, all items purchased from the vending machines must be consumed or disposed of in the visitation area. Inmates are prohibited from handling money, approaching, or operating the vending machines.

### VISITATION ROOM RULES

- Physical contact limitations shall be imposed as necessary, to restrict inmates/visitors from conduct, including intimate contact, which would be distasteful or inappropriate for a public area, or conceal or facilitated violation of CCA-SSA rules, including the introduction of contraband. One brief (kiss on the cheek) and one embrace is allowed upon arrival and at departure. Casual contact limited to hand holding on top of the table shall be permitted, with the hands remaining in plain sight of the Visitation Officer at all times.
- Inmate hands must remain above the waist at all times.
- Inmates must sit across from their adult visitor
- No conversations between inmates or other visitors will be allowed
- Visitors, including children, and inmates creating a disturbance or using obscene language/gestures shall be asked to leave and the visit will be terminated. It is the visitor's responsibility to supervise and maintain control over minors who are with them. Any physical discipline of such minor children deemed necessary cannot occur on CCA-SCC property. If a minor becomes disruptive during a visit, and is not controlled by verbal instruction from the supervising visitor, the visit will be terminated.
- Once visitors/inmates have been assigned seating in the Visitation Room, changing locations will require the approval of the Visitation Officer. Neither the inmate nor the visitor is permitted to become involved in any visit other than his or her own.
- No food (including gum) or drink may be brought in/out of the Visitation Room



### VISITOR DRESS CODE

CCA-SCC reserves the right to deny access to any visitor who is inappropriately attired. All visitors must be fully dressed in appropriate, conventional clothing which is not unduly provocative, suggestive, or revealing, and does not resemble inmate attire or present adornments which could be used as a weapon, or any clothing deemed inappropriate by staff.

Visitors clothing standards include the following:

- No gang or obscene designs or messages on clothing, including, but not limited to sagging of clothing
- No camouflage clothing
- No flip flops, thongs, sandals, clogs, sandals or any type of open toe shoes; Shoes are required
- No garments which unduly exposes the shoulders, chest, back, stomach, midriff/underarm (no sleeveless shirts)
- No hoods on any clothing
- No clothing or materials that is sheer, transparent, net, or mesh
- No shorts
- No wrap-around clothing
- No hats (except for religious hats or headgear) in the visitation area
- No outer garments (i.e. topcoats, raincoats, jackets, and similar inclement weather attire) in the visitation area
- Clothing designed or intended to be tightly worn to accent the body (i.e. spandex, tights, tank tops, tube tops) will be considered inappropriate
- Undergarments are required
- Dresses, skirts, jumpers, culottes, etc. shall not be worn if the hem is more than 2 inches above the knee; Slit dresses/skirts shall be allowed only if the slit is not more than 2 inches above the knee
- Suit jackets, sweaters, and jogging tops will be subject to search before being allowed in the visitation area

- Shorts and sandals will be allowed on children age 10 and under

### **INMATE DRESS CODE**

- Full inmate uniform will be required at all times in the Visitation Room
- CCA-SCC ID cards are required
- No sunglasses
- No jewelry will be allowed except for a religious medallion, and 1 policy-approved wedding band

### **VISITORS WITH BABIES OR CHILDREN**

Prior to entering the visitation area, babies or children wearing diaper must change into diapers supplied by CCA-SCC. If during the visit, the baby or child wearing a diaper needs a change, they will again use diapers supplied by CCA-SCC. All diaper changes will be done in the presence of an officer. Two baby bottles containing food, water, milk, or juice may be taken into the visitation area for each baby. Diaper bags will not be allowed in the visitation area. One baby blanket will be allowed into the visiting area with each baby. The baby blanket will be searched before entering the visiting area.

### **VISITORS WITH SPECIAL NEEDS**

CCA-SCC's visitation area is handicapped accessible. Designated handicapped parking is available at CCA-SCC's front entrance. Anyone with a medical restriction that would interfere with clearing a metal detector must have written documentation from a licensed physician. Visitors who have prescription drugs for their current medical needs must notify the Lobby Officer. Items such as inhalers, nitroglycerin pills for heart conditions, etc. can be secured in the Visitation Room, in case of emergencies. CCA-SCC will not treat visitors for any type of condition, except in an immediate emergency situation. Any other special needs shall be reported to the Lobby Officer for consideration.

### **VENDING MACHINES**

Vending machines are in the visitation area; however, the vending machines do not accept cash. Visitors who use the vending machines will be required to purchase a vending "Smart Card," for

an initial cost of \$5.00; visitors will be required to bring a \$5.00 bill. No other denomination of money is accepted for the initial purchase. The \$5.00 cost will pay for the card itself, and supply an initial card balance of \$3.75 that can be used in the vending machines. Once the card is purchased, it can be refilled in \$1, \$5, \$20, and \$20 increments, to a maximum of \$50.00. The card will expire at the end of 6 months, and any remaining value on the card will be lost.

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### **FACILITY ADDRESS AND DIRECTIONS**

1250 E. Arica Road, Eloy, Arizona 85131

### **DIRECTIONS TO CCA-SCC FROM PHOENIX**

Take I-10 East towards Tucson, and exit on 211B. Travel east on Hwy 87, approximately 4 miles to Arica Road. Turn left on Arica Road and continue to the second prison on this road.

### **DIRECTIONS TO CCA-SCC FROM TUCSON**

Take I-10 West towards Phoenix and exit on 211. You will then travel east on Hwy 87 approximately 4 miles. Turn left on Arica Road and continue to the second prison on this road.

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Pursuant to American Correctional Association (ACA) Standard #4-4504, the facility is required to post the following transportation information for inmate family and friends:

### **Sky Harbor Airport Car Rental Companies**

There are several rental car companies that operate out of Phoenix Sky Harbor International Airport. Contact individual rental car companies for specific information. For general information about the Rental Car Center, call #(602) 683-3741, 8:30 a.m. to 5 p.m. (MST), 7 days per week.

Name	Toll Free	Local
<a href="#"><u>Advantage</u></a>	(800) 777-5500	(602) 244-0450
<a href="#"><u>Alamo</u></a>	(800) 462-5266	(602) 244-0897
<a href="#"><u>Avis</u></a>	(800) 331-1212	(602) 261-5900
<a href="#"><u>Budget</u></a>	(800) 527-7000	(602) 261-5950
<a href="#"><u>Dollar</u></a>	(800) 800-4000	(602) 275-0011
<a href="#"><u>Enterprise</u></a>	(800) 736-8222	(602) 225-0588
<a href="#"><u>E-Z</u></a>	(800) 277-5171	(602) 273-1177
<a href="#"><u>Fox</u></a>	(800) 225-4369	(602) 252-4399
<a href="#"><u>Hertz</u></a>	(800) 654-3131	(602) 267-8822
<a href="#"><u>National</u></a>	(800) 227-7368	(602) 275-4771
<a href="#"><u>Payless</u></a>	(800) 729-5377	(602) 681-9589
<a href="#"><u>Thrifty</u></a>	(800) 847-4389	(602) 244-0311

There are a number of other car rental companies that do not have counters in the Rental Car Center. Van pick-up for customers of those companies is available at the Rental Car Center as well. Please take the common Rental Car Shuttle.

### **Scheduled Vans**

Super Shuttle offers a 24-hour a day airport-to-door service. Vans depart every 15 minutes to all areas of the Valley from 9 a.m. to 9 p.m. After 9 p.m., the 15-minute frequency decreases. Please contact the company directly if you are departing after 9 p.m.

Fares are charged on a flat rate to each geographic area. (Note: Current rates are probably lower. Check the rate on the outside of vehicles or contact the company directly). Call (602) 244-9000/voice or (602) 243-7786/TDD, for reservations.

### **Phoenix Transit Bus**

Red Line and #13 provide lift-equipped transportation to and from the airport and throughout the metropolitan area. For city-wide route information and schedules call (602) 253-5000/voice or (602) 261-8208/TDD. You can pick up a copy of the Bus Book that contains schedules and routes at the Information Desk in any terminal, or visit [www.valleymetro.org](http://www.valleymetro.org).

### **Dial-A-Ride**

This service is available to seniors and people with disabilities seven days per week from 7 a.m. to 7 p.m. To reserve your ride, call #(602) 253-4000/voice or call the Arizona Relay Service (602)

231-0961/TDD. Taxis and private van services are also offered by several different companies in the Phoenix area. Also, many hotels and resorts offer free transportation for their guests to and from Sky Harbor. A courtesy telephone center is located adjacent to the baggage claim areas at the passenger terminals or check with your accommodation provider for details.